

**Quarter 1: July – September 2019**

**Customer Satisfaction Survey Results**

**Appendix 1**

## **Introduction**

The Customer Satisfaction Survey has been delivered over the phone throughout the quarter in order to measure customers' overall satisfaction with services provided by Derby Homes. The results from the survey have been analysed overall and comments have been included in the report.

A few of our satisfaction results listed feed directly into our performance management framework which is reported to The Council (named DORIS). The remaining feedback we use to inform our services on their delivery. All customer comments are passed to weekly to service managers to ensure no feedback is lost.

This year we have suggested a target for all of our figures which has not been done previously. We used the past 2 years' results to help set the targets.

## 1. Overall Satisfaction with Repairs (Target 87%)

77% respondents have reported a repair within the last 12 months

I have reported a repair within the last 12 months		
Yes	312	77%
No	94	23%
Total	406	100%

The respondents who said that they have reported a repair within the last 12 months were further asked to answer if the recent repair was carried out to their satisfaction.

89% of these respondents are satisfied with their most recent repair.

My recent repair was carried out to my satisfaction		
Strongly Agree	133	41%
Agree	159	48%
Undecided	15	5%
Disagree	18	5%
Strongly Disagree	3	1%
Total	406	100%

2019 /20	Satisfaction Total	Participant number
Quarter 1	89%	410
Quarter 2	89%	406
2018 / 19		
Quarter 1	87%	359
Quarter 2	86%	314
Quarter 3	88%	351
Quarter 4	87%	455

The following page details the 24 responses were received from customers explaining why they were not satisfied with their most recent repair.

If you are not satisfied with your most recent repair, please tell us why: (24 responses received)
A plumber arrived for an A.M appointment, tenant not happy that he was still there at 4pm (as he had to go to work). Also the bathroom tiles were fixed after a leak, the wood underneath had gone rotten but wasn't replaced - I have referred this to the surveyors.
as the repair still hasn't been sorted. EO has logged again.
Birds in the loft, tenant was told that they can't block the hole up until the birds have fled the nest. I confirmed that this is the case and that she would need to get in touch once they've gone.
Boiler broke during a cold spell. Wasn't repaired for 4 days because I have an electric fire I can use. The electric fire is too expensive to use so we were freezing.
Derby Homes didnt do anything to help with repeated wasp issue 6 years ago.
Had to be redone after initial repair was carried out

I am still waiting for the repair to be fixed - currently with the planning team, waiting for a scaffolding appointment.
It got worse not better
leaking wc still leaked after repairman left property - RTJ raised
Lock to door still doesn't lock properly. Have to apply pressure for barrel mechanism to lock. Advised wont be replaced until the barrel has completely gone.
multiple attempts to get right
New Bath - Not heard anything Action - passed on to xxxxx
Not been completed - Checked Open housing, Job is open and ongoing
Pest problem in the loft, holes where pests can get in Job raised, still outstanding Action - Passed on to the Customer Service team.
roof leak reported and still not rectified as someone came out and took pictures and not heard anything since
seals broken, side bath panel
Taken too long for last repair. 6 - 8 weeks Been told longer
The hall floor was uneven so they came and filled some of the holes but it was poorly done. There was still holes and also 3 nails left in the floor. I have had to redo it myself
The issue is still on-going with the leaking roof, contractors have not been able to gain access, I have emailed the planners
The latch to the side gate had broken, it was repaired but still bent. Tenant had to report again.
Tnt reported cracks in walls, says it's subsidence. EO raised Repair Request for Surveyor to visit to check cracks in walls.
Wasn't notified of the appointment and turned up unexpectedly. Did not receive a text appointment but neighbour did
Workmanship Crap, Done work myself
workmen damaged flooring when doing repair to boiler and would not listen to tnt when he tried to explain the problem

## 2. Overall satisfaction that rent provides Value for Money (Target 90% - on target)

94% of respondents are satisfied that their rent provides value for money.

I am satisfied my rent provides value for money		
Strongly Agree	150	37%
Agree	235	57%
Undecided	20	5%
Disagree	4	1%
Strongly Disagree	1	0%
Total	410	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	92%	497
Quarter 2	94%	410
2018 / 19		
Quarter 1	91%	442
Quarter 2	92%	404
Quarter 3	87%	557

Quarter 4	91%	578
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6 responses were received detailing why customers feel that their rent does not provide value for money. Not all of our customers left a comment as to why they were not happy with their rent.

<b>If you are not satisfied that your rent provides value for money, please tell us why:</b> (6 responses received)
Car Park issues
not happy with communal service charge for communal cleaning
Seems alot of money for what the property is
too high
Too much, very small whitegoods, not good quality whitegoods.
you have to have white goods which cost far too much ?40 a month. Should be optional if you want them or not

### 3. Overall satisfaction with quality of your home (Target 90% - on target)

91% of respondents are satisfied with the overall quality of your home.

I am satisfied with the overall quality of my home		
Strongly Agree	129	32%
Agree	241	59%
Undecided	28	7%
Disagree	6	1%
Strongly Disagree	2	0%
Total	406	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	90%	501
Quarter 2	91%	406
2018 / 19		
Quarter 1	87%	442
Quarter 2	91%	399
Quarter 3	90%	579
Quarter 4	90%	577

11 responses were received detailing why customers were not satisfied with the overall quality of their home.

<b>If you are not satisfied with the overall quality of your home, please tell us why:</b> (11 responses received)
All the walls are in very bad condition. Cracks inside and they put wallpaper over. They put all burden of improvement on tenants head.
Garden - too big, too much work for a single mum.
kitchen sink leaking underneath, can't be repaired, repairs have said a new unit is needed.

(There are no repairs logged so one will be raised by CST)
Lots of repair issues. I have emailed Day2Day - an inspection by a Surveyor has now been requested via CST.
not satisfied with garden area as on a slope and is difficult to maintain
poor condition of doors and kitchen in property. communal drying areas untidy due to moss.
Rear Garden very uneven. Derby Homes have said they couldn't help.
The problem with the roof, an official complaint has been made.
too hot in summer, too cold in winter.
Very poor had to spend loads of money to the place up. Re plastering at ?300 overall i spent alot more
Waiting for a move as I have a disabled daughter. application being dealt with

#### 4. Overall satisfaction with your Neighbourhood (Target 84% - on target)

86% of respondents have reported that they are satisfied with their neighbourhood as a place to live.

I am satisfied with my neighbourhood as a place to live		
Strongly Agree	116	29%
Agree	231	57%
Undecided	42	10%
Disagree	13	3%
Strongly Disagree	5	1%
Total	407	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	88%	500
Quarter 2	86%	407
2018 / 19		
Quarter 1	83%	441
Quarter 2	83%	404
Quarter 3	83%	578
Quarter 4	89%	578

22 responses were received from customers who were not satisfied with their neighbourhood as a place to live. Most of the comments received are related to ASB issues within the street or neighbourhood.

If you are not satisfied with your neighbourhood as a place to live, please tell us why: (22 comments)
Always lots of police in attendance due to various incidents. Tenant didn't want to make an official complaint
ASB in the surrounding area
ASB neighbours
dog mess issues
drug activity in the area
drugs, theft
Drugs- Anti social behaviour- illegal cars parking dealing drugs and selling cars which are occupied and taking spaces in car park. some visitors and non visitors parking and having no respect. Car park sign

needs updating. Road needs a speed limit for sake of children, No ticket wardens people parking on yellow lines.
friction between top end and bottom end of *** Close. has been raised previously but nothing we can do further as no actual ASB taking place.
I am looking to move to be nearer family in Kettering
Issues with drugs in the area
Live next to drug dealers Action - Concern passed on to ASB team.
Lots of Young People mixed with older people and drugs seem to be everywhere.
Loud and lots of kids around playing in the communal middle section creating lots of mess
More rough people in the area. A lot of turnover in the area
Noisy neighbours
Nothing for children to do - needs a youth club (Spoke to xxxxx at the time)
parking, drugs and general ASB issues cases open for these and being dealt with
people taking drugs and hanging about
Trouble from the neighbours. One side is DH the other side is private. Tenant doesn't want to report to ASB or Neighbourhood team for fear of repercussions - she is in regular contact with the police and is looking to move house. She has an active housing application, her social worker has contacted the police for confirmation of trouble with the neighbours in order to support her application. She is also trying MX.
We have gangs hanging round outside under the arch way taking drugs, leave mess and litter everywhere. I have had to clean up drug bags daily overall very poor and needs to change
Young people on the estate making noise, tnt doesn't wish to make an official complaint to the ASB team.
Always lots of police in attendance due to various incidents. Tenant didn't want to make an official complaint

## 5. Overall satisfaction with being informed (Target 88% - on target)

92% of respondents feel that Derby Homes is keeping them informed about things that might affect them as a customer.

I am satisfied that Derby Homes keep me informed of services that affect me as a customer		
Strongly Agree	103	27%
Agree	248	65%
Undecided	26	7%
Disagree	5	1%
Strongly Disagree	0	0%
Total	382	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	92%	495
Quarter 2	92%	382
2018 / 19		
Quarter 1	86%	380
Quarter 2	89%	354
Quarter 3	89%	505
Quarter 4	91%	573

<b>If you disagree, please can you suggest how Derby Homes might improve keeping you informed? (5 comments)</b>
doesn't receive letters, advised this is more Royal Mail issue than Derby Homes
Don't read the newsletter
Officers should talk to the residents regularly and visit them frequently when on the estate
people selling cars
Talk to the residents

## 6. Total response of customers who have provided us feedback before

In total, 20% of the customers we surveyed have provided previous feedback to Derby Homes.

	<b>Have you previously provided feedback to Derby Homes?</b>	<b>Total</b>
Yes	80	20%
No	317	80%
Total	397	100%

The year to date total for providing feedback is 865 people.

2019 / 20	Provided feedback	Participant number
Quarter 1	21%	468
Quarter 2	20%	397
2018 / 19		
Quarter 1	26%	115
Quarter 2	21%	398
Quarter 3	21%	82
Quarter 4	20%	109

## 7. Overall satisfaction with views taken into account (Target 80% - not on target)

79% of respondents are satisfied that their views are being taken into account by Derby Homes.

<b>I am satisfied that my views are being taken into account.</b>		
Strongly Agree	38	13%
Agree	189	66%
Undecided	56	20%
Disagree	3	1%
Strongly Disagree	0	0%
Total	286	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	77%	318
Quarter 2	79%	286
2018 / 19		



Quarter 1	85%	126
Quarter 2	83%	111
Quarter 3	78%	112
Quarter 4	88%	120

Below details the reasons why people thought their views are not being taken into account.

<b>If you are dissatisfied that your views aren't being taken into account, please can you tell us why and how we might improve in this area? 6 comments</b>
doesn't have enough of a say about estate issues
Don't care
She would like the old sign removed which informs members of the public about the old swimming pool.
Tenant thinks that the issue with the roof should have been resolved by now.
time scale with untidy garden letters as is a single mum and struggles to get it done
Tnt has reported cracks in walls, DH sent out Contractor to fill in holes, cracks are still there.
Tnt thinks its subsidence - EO raised Repair Request for Surveyor to visit.

## 8. Overall satisfaction with Derby Homes Service (Target 93% - on target)

95% of respondents are satisfied with the overall service provided by Derby Homes.

<b>I am satisfied with the overall service provided by Derby Homes.</b>		
Strongly Agree	146	36%
Agree	240	59%
Undecided	12	3%
Disagree	6	1%
Strongly Disagree	1	0%
Total	405	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	95%	496
Quarter 2	95%	405
<b>2018 / 19</b>		
Quarter 1	94%	440
Quarter 2	94%	406
Quarter 3	94%	543
Quarter 4	96%	576

## 9. Total figures for Assistance with Registering on the Customer Portal

39% of respondents are already registered on the Derby Homes Customer Portal. 6% of customers are also interested in registering onto the customer portal which are followed up by our customer service team.

<b>I am satisfied with the overall service provided by Derby Homes.</b>		
Already Registered	157	39%
No, thank you	232	57%

Yes, please provide a contact email address	6	1%
Yes, please provide a contact telephone number	9	2%
Total	404	100%

2019 / 20	Registered Total	Participant number
Quarter 1	44%	496
Quarter 2	39%	404
2018 / 20		
Quarter 1	25%	111
Quarter 2	25%	101
Quarter 3	28%	160
Quarter 4	35%	198

At the end of quarter 2, there were 5,878 customers registered to MyAccount.